



Overview

Six Sigma is a set of management and statistical techniques intended to improve business processes by greatly reducing the probability that a defect will occur.

Six sigma seeks to improve the quality of the output of a process by identifying and removing the causes of defects and minimizing variability in business processes. It uses a set of quality management methods, statistical methods, and creates a special infrastructure of people within the organization to implement a project.

Each Six Sigma project carried out within an organization follows a defined sequence of steps and has specific value targets, for example: reduce process cycle time, reduce pollution, reduce costs, increase customer satisfaction, and increase profits.

Many companies now look to hire Six Sigma Green Belts (SSGB) in order to improve quality and efficiency within their businesses. Green belts can improve customer satisfaction as well as bring about increased profits for the company. Trained and certified individuals are further able to improve the level of teamwork and functionality within any business. Each SSGB is able to bring about improvement and achieve what is beneficial for the business.

Objectives

Certified Six Sigma Green Belt (CSSGB) training course aims at achieving a full understanding of the Six Sigma methodology (DMAIC). Participants will be prepared to use the tools needed to become CSSGB and implement six sigma projects, and then to become CSSBB.

Furthermore, Minitab application will be used frequently during the course to present and analyze data.

This course will entitle and empower the participants to lead projects and improve business processes and improve their business performance based on the six sigma methodology.

Organizations that have CSSGB employees can reduce their business costs and improve their market share and then profit margin.



Course Outlines, CSSGB course will be presented as follows:

Module One: Management Part

Chapter 1 : Introduction to Six Sigma

- Lean and Six Sigma Overview
- Statistical Definition of Six Sigma
- Six Sigma Project Implementation, DMAIC
- Basic Change Management

Chapter 2: Define Phase

- Process Management
 - Business Processes
 - Process Documentation
 - Mapping the process
 - Voice of the Customer and CTQ
 - Kano Model
- Project Management
 - Project Team
 - Business Case
 - Defining the Problem
 - Project Selection
 - Project Scope
 - Objective Statement
 - Tracking the Project
 - Project Charter

Module Two: Analytical Part

Chapter 3: Measure Phase

- Descriptive Statistics
- Data Collection
- Data Analysis
- Data Presentation
- Process Variation
- Process Capability
- DPMO & Sigma Level
- Process Yield



Chapter 4: Analyze Phase

- Root Cause Analysis
- Cost of Quality Analysis
- Inferential Statistics
- Normal Distribution and the Z table
- T Distribution and the T table
- Hypothesis Testing
- Correlation and Regression

Chapter 5: Improve Phase

- Solution Implementation
- Lean Principles
- Waste Identification and Reduction
- ANOVA and DOE

Chapter 6: Control Phase

- Lean Tools
- Statistical Process Control (SPC)
- Six Sigma Control Plan

There will be many workshops and group activities. In addition, there will be a simulated exam at the end of each phase.

Training Material

Once a participant confirmed his/her registration, he/she will receive the training material in a pdf format. We strongly recommend all participant to print the material and use it during the training sessions to follow with the instructor and be able to take notes at each topic or at each phase.

Targeted Groups

CSSGB training course is suitable for public or private, production or service organizations, general managers, quality managers, engineers, consultants, change agents, process owners, project managers, quality personnel, team leaders and members who will be involved in Six Sigma projects, and all who wants to be CSSGB or look forward for the CSSBB.



Course Duration

CSSGB course will be held online for 42 training hours over 14 days for the public. This course can be customized and delivered as in-house training based on certain needs for a certain organization.

Online Certification Exam

To be SSGB certified and to achieve the global credential CSSGB, a participant must pass the online exam and score 65% or above. The exam is available for course participants and for other clients who seek CSSGB certificate. JAQM deals with all examinees equally with no bias, thereby, JAQM doesn't provide answers to the certification exams.

All participants will get a completion e-certificate issued by the Jordan Academy for Quality Management (JAQM) and internationally accredited by the International Accreditation Organization (IAO) located in the USA.

In addition, participants who pass the certification exam will get the "Certified Six Sigma Green Belt" e-certificate issued from JAQM and internationally accredited by the International Accreditation Organization (IAO) located in USA. Participants who fail the exam can sit for a new exam at fees of USD170 or JD110.

CSSGB certification exam is an open book type and lasts for four hours and will be conducted ONLINE. The exam consists of 100 multiple choice questions. Each question is associated with 4 choices, you must select the best one that fits the question. Exam duration is 240 minutes.

Before the Exam

- Choose a quiet room of your home or office to take the exam.
- Do not go to public places, such as coffeeshops, restaurants, or libraries.
- Manage your place to avoid loud noises, such as television, radio, family, music, or visitors.
- Access the online exam system 15 minutes before to the scheduled time using a PC or laptop not a mobile.
- Make sure that your computer is plugged into a power source for the duration of the exam.
- Make sure that you have stable and continuous Internet connectivity for the exam duration.



During the Exam

- You should use a PC or laptop with a webcam and microphone.
- You should switch your camera and microphone ON, and you must place yourself within the webcam view, if you move out of the webcam view, then your exam session will be cancelled.
- You have to use a standalone scientific calculator.
- Get ready to remain in the webcam view for the duration of the exam.
- You must share your screen (Desktop) to be viewed by the exam observer.
- Access to the internet is denied.
- Exam activities will be recorded at JAQM side for evaluation purposes. JAQM will evaluate the exam process and examinee behavior.
- No one else can be in the room where you sit for the exam.

Course Fees

Course fees are USD800 or JD550. JAQM certification exam fees are USD250 or JD160 for organizations' delegates, and free for individuals. JAQM will offer a discount of JD50. So, the course fees will only be JD500 and free exam for individuals. Course fees are to include:

- JAQM completion certificate internationally accredited by the International Accreditation Organization (IAO) located in the USA.
- "Certified Six Sigma Green Belt" certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) will be presented to participants who pass the certification exam.
- Training material in pdf format.
- Handouts and the instructor whiteboards.

Payment Methods

To make it easy to settle the course fees, JAQM offers different alternatives for fees payment as follow:

- Transfer to JAQM's bank
- Cash deposit in JAQM's bank
- Western Union transfer
- Using ZainCash Wallet

Please choose in the registration form the method that is best for you so as we can send you the details based on your choice.



Date, Time, Venue

- Course date: 1/6 – 1/7/2021 (Tuesday, Thursday, and Sunday)
- Course time: 7:00 – 10:00 PM Jordan Time.
- Exam date: will be agreed upon with the participants.
- Venue: course and exam will be ONLINE using Zoom platform.

Presentation Approach

- Online using Zoom platform
- English for data show
- English for material and handouts
- English/Arabic for delivery and discussion
- Workshops and group activities
- Different questions at the end of each phase so you can get familiar with the real CSSGB certification exam.

Registration Process

To enroll in this course, please click the following link and fill out all the fields in the registration form:

<https://forms.gle/cRADVBtaFiwOzX9o6>

Once you submitted the application form, you will receive a notice that your application is received and recorded. Registration is confirmed only after fees settled as per your payment method.

For further information or details, please email JAQM at training@jaqm.net, or call +962 6 506 1774.

JAQM has the right to delay, cancel, or update the course date without any legal or illegal responsibility due to the date change.